System for Time & Attendance Reporting

STARweb

FREQUENTLY ASKED QUESTIONS

STARWEB VERSION 4.25 (2005)

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Frequently Asked Questions

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General System Questions

Who do I contact when I need help with STARweb?
For APHIS employees, ATAC (APHIS Technical Assistance Center) should be your first point of contact. E-mail or call them if you are having trouble logging onto STAR Web or if you are having trouble printing. You can contact ATAC at ATAC@aphis.usda.gov or 1-877-944-8457 option 3 (option 4 for password resets). For AMS employees, your program's IT person should be your first point of contact. Contact Roy Mitchell for password resets.

Contact your program's Civilian Pay Technician for any T&A regulation questions, T&A error messages, and/or other pay issues: Contact information is listed at this web site:
http://www.aphis.usda.gov/mrpbs/pay_leave_tod.html.

To save an error message: [Control + P] will screen print the message and [Control + Print Screen] will copy the message so you can paste it in a document or e-mail.

The STARweb system loads slower than other web pages. Why is that?
STARweb is on a secure server. Information is being encrypted and decrypted as it is communicated back and forth from your computer to NFC with each page that loads. This level of security slows page loading a little, but keeps the system very secure.

To ensure the program works as fast as possible, be sure you are running version 6.0 or higher of Internet Explorer.

Is it really necessary to have a back-up Timekeeper with access to my contact point? I'm not gone very often.
If you do not have a backup Timekeeper set up ahead of time, and you are unavailable for any reason, there will be no one with access to your contact point to process your T&A's.

Contact point access needs to be assigned to each ID by NFC and this process may take up to 3 weeks. To avoid a possible emergency situation make sure you have at least one backup Timekeeper for your contact point at all times.

Is it OK to have two backup Timekeepers for my contact point?
There is currently no limit to how many back-up Timekeepers a main Timekeeper may have. A good solution is to have one backup in your area, and another backup in a different city or state to help circumvent any local internet access problems. Work with your supervisor to find the best solution for your office.

My back-up doesn't do T&A's that often. Can't I just share my STARweb ID with them?
Sharing an ID is very poor information security and against the security regulations you signed and agreed to when you applied for your STARweb ID.

Also, T&A data is sensitive personnel data and should be treated with confidentiality and utmost security.

STARweb records when each ID logs on and their actions in the system. Your ID is attached to your social security number and you are personally responsible for any activity under that ID.

Should my back-up and I share a contact point number or should they be different?
If you and your back-up do T&A's for the same employees, you will need access to the same contact point where those employees are located. If you are the main timekeeper for one list of employees and a back-up timekeeper for another, you will need access to two contact point numbers so you can access both lists of employees.

I have a STARweb ID, but don't use it very often. Do I need to do anything to keep my ID active?
NFC will automatically revoke system IDs that show no use over sixty days. We recommend you log in with your ID a minimum of once each month to avoid this.

If your ID is set-up with access to more than one application (STARweb, TRAVEL, FFIS) using the ID with any of the applications qualifies and will keep your ID active for all applications.

I have been assigned a new contact point by my Supervisor. How do I get access in STARweb?
Fill out a STARweb access request form and fax it to your Civilian Pay Technician. They will send in a request to NFC to alter your contact point access. Remember to allow up to 3 weeks processing for your request.

Logging On

How do I change my password?
To change your password, enter your user ID and old password in the ID and password boxes, then enter a new password in the "new password" box, confirm it by entering it again in the "confirm password" box, and click "logon". <u>You must fill all four logon entry boxes before clicking logon to change your password.</u> You will know you have successfully logged on and changed your password when you see either the Contact Point List box or the Employee List box.

STARweb will not let you reuse a password that you have used before. Make sure your new password is not too similar to a previous password.

How do I know when I am logged in to STARweb?
You will know you have successfully logged on when you see either the Contact Point List box or the Employee List box.

Employee List

How do I delete an employee from my Employee List?
If the employee does not have any transmitted T&A's associated with their record, select their name from the Employee List, go to the "Select an action" menu, and choose "Delete Employee".

If the employee has T&A records, but none that are transmitted, highlight each T&A, go to the "Select an action" menu, and click "Delete T&A". When there are no remaining T&A records, select the name of the employee from the Employee List, go to the "Select an action" menu, and choose "Delete Employee".

Why can't I delete an employee from my Employee List?
Employees who have transmitted T&A's attached to them cannot be deleted, but you can request that they be moved and archived from your list after you will no longer need access to their records. Contact the Civilian Pay Technician who services your program to request your employee be archived. Be sure to include your contact point and when you would like the employee archived.

I have a new employee assigned to my contact point. How do I know when to add a new record versus ask to have him moved from another list?
If your employee is a new hire to MRP, you will create a new record for them in STARweb. If your employee is already employed by MRP, but has changed positions/locations you will need to ask your Civilian Pay Technician to move their record from their previous MRP contact point to your contact point.

When should I do a Final T&A for an employee in STARweb?
You should mark the last T&A for an employee a Final T&A when they leave MRP. Do not mark the last T&A you process for an employee as final if they are changing positions within MRP. In that case you should process their T&A as normal and put in a request with your Civilian Pay Technician to have that employee's record moved to the new Timekeeper's contact point.

My employee left the agency and I need to remove him from my list. What do I do?
STARweb will not let you delete an employee record with associated transmitted T&A's. Contact your program's Civilian Pay Technician for help in moving the record from your list to an archive list. You may wish to wait until you are sure the employee's records are complete.

Employee Detail

One of my employees has changed their name. Can I change it in STARweb?
Yes. You can change all fields in the Employee Detail including name, work schedule, leave category, etc. except for the employee's SSN. Once a record is saved with a SSN, you cannot alter that field.

How do I change an employee's SSN?
Since you cannot change a SSN in the Employee Detail, you will have to create a new employee record with the correct SSN information. If there are no transmitted T&A's associated with the incorrect employee record, you can select "Delete Employee" to get rid of the incorrect employee record. If there are transmitted T&A's associated with the incorrect employee record, you will have to have the employee record moved to the archive list. Contact your servicing Civilian Pay Technician to have an employee record moved to the archive list.

Import

When do I Import a T&A versus Rollover?
The Import function is used to pull-in transmitted T&A data that is stored at NFC but not currently showing in the "Show All T&A's" option for the employee in STARweb. You may wish to Import in order to do a corrected T&A for a past pay period that was not processed via STARweb.

The Rollover function is used to create new T&A's for a list of employees based on their previous T&A data. You cannot skip pay periods when you rollover, they must be consecutive.

Rollover

When I log onto STAR Web, the current pay period shows up at the top of the screen, but I haven't rolled over yet. The status says "N/A". How do I rollover?
Go to the "Select an action" menu, and choose "Pay Period List". Select the prior pay period from that list. A button will appear below that says "Go". Click the "Go" button. The prior pay period will appear at the top of the screen. Go back to the "Select an action" menu, and choose "Rollover". The current pay period will again appear at the top of the screen, and the status will be "New".

My employee left the agency and I've already transmitted their last pay period, but they still rolled over with my employee list this new pay period. What's the problem?
When an employee leaves MRP you should send their last T&A as a Final T&A, unless the employee is transferring to another USDA agency. If an employee is leaving MRP, but a final T&A is not necessary, the T&A will roll over to the next pay period. Highlight the employee's name and click "Delete T&A', and have the employee moved to the archived list. A Final T&A will not rollover to the next pay period.

To indicate the T&A is final, go into the TA Header screen from the Biweekly T&A. Find the Final T&A drop down and choose Final T&A. Check the "accrue leave" box only if the employee worked a full schedule and should accrue leave. Fill in the End Day for the employee and close the screen. Input the T&A data, and transmit. The employee's record will not rollover with your employee list again.

I need to process a T&A for an intermittent employee who hasn't worked for awhile. How do I get them to rollover with my list this pay period?
You can only rollover employees to create new T&As when they have a transmitted T&A from the preceeding pay period. When you have an employee, like an intermittent, and you need to skip pay periods, you will create a pay period from the Employee List page.

1. Select the employee's name.
2. Go to the "Select an action" menu.
3. Choose "Add T&A".

Show All T&A's

How do I see my employee's T&A history?
Select your employee on the Employee List box, go to the "Select an action" menu, and choose "Show All T&A's". The Show All T&A's window will show you all associated T&A's for your employee that have been processed from or imported into STARweb.

When I go to the Show All T&A's page for my employee, I see a T&A that is not transmitted and doesn't need to be processed for my employee. What should I do with this T&A?
Any T&A on the employee's TA List page that has a status other than transmitted can be deleted from the system. To do this, go to the appropriate pay period. Select the employee's name, go to the "Select an action' menu, and choose "Delete T&A".

Leave Account

How do I work with a time-off award in STARweb?
Time off awards have to be put into the NFC system before they can be used by the employee. If you are unsure whether or not the award form has been processed, please contact your servicing Processing Assistant to check the status.

When you are notified that an employee has received a time-off award, go into that employee's Leave Account in STARweb and select the next available blank leave type line. Choose "Time Off Award", and add the applicable hours into the "Balance Brought Forward" block. When the employee uses all or part of the award, enter that data directly into the T&A on the BI-WEEKLY T&A page (TC 66 with a prefix of 61). The system will deduct the hours used from the time-off award leave account balance.

I've completed the T&A for an employee, but when I go into the Leave Account the leave isn't accruing. What's the problem?
Did you check the Employee Detail page to be sure the correct leave category is set for your employee? Did you Verify the T&A? STARweb generally doesn't show leave accrual for a T&A until it is verified. If this is the employee's very first or very last pay period, is the "Accrue Leave" box checked in the T&A Header?

My employee's leave category changes this pay period. Do I make the change in STARweb or does it change automatically?
It is the Timekeeper's responsibility to make any work schedule, leave category or other changes for the employee at the appropriate time. STARweb will automatically make leave category changes, but due to mainframe processing time it could be delayed by a pay period. Therefore, it is a good idea for the timekeeper to check the Employee Detail, and make any changes, if necessary.

Biweekly TA

How do I get more TC lines?
Click on "More" if you need more lines for transaction codes and hours.

How do I indicate the same transaction code for an employee's T&A with two different accounting codes?
You can input two separate lines of the same TC on a T&A and separate the number of hours charged to each code. This will work for any TC in STARweb.

How do I indicate quarter, half, and three-quarter hours in STARweb?
STARweb uses the standard .25, .50 and .75 for fractions of hours.

T&A Header

What is the "Accrue leave" checkbox for? Will my employee not accrue leave if I don't have it checked?
The "Accrue Leave" box is checked only when processing an employee's first pay period or final T&A if you want them to accrue leave. MRP regulations require the employee to work a full schedule for their first and last pay period to accrue leave during those periods.

When do I use stored accounting and how do I store a code?
Stored accounting is used when all TC code lines on a T&A are being charged to the same accounting code. To store an accounting code:

1. Choose "(1) Store Accounting on First Line" in the T&A Header
2. Input the accounting code on the first TC line only of the T&A, verify, and transmit. When the T&A is processed, the accounting code will be stored at NFC.
3. The next pay period T&A, change the accounting code usage to "(2) Use Stored Accounting." Accounting is left blank for all TC lines on the T&A.
4. The T&A codes will be charged to the accounting code previously stored at NFC.

In order to use more than one accounting code on a T&A, choose "(3) Accounting on each line" in the T&A header. You will need to input an accounting code for each TC line of the T&A.

Corrected T&A

An employee changed positions and I asked for his records to be moved to the new Timekeeper. Now I need to do a corrected T&A for him. What do I do?
The new Timekeeper has access to all the employee's past T&A's and is responsible to process any corrected T&A's. Contact the new Timekeeper and forward the T&A changes needed for the employee.

I need to do a corrected T&A for an employee for a pay period where they were paid through PC-TARE. What do I do?
You can import any recent (within the last 25 pay periods) T&A record for your employee recorded at NFC regardless of the application used to transmit the T&A. Once you import the T&A, you can follow regular corrected T&A procedures.

I transmitted a T&A with the wrong accounting code. Do I transmit a corrected to fix this?
If the accounting code you used was a valid code, but the wrong code, transmit a corrected to reallocate the funds to the right accounting code.

If the accounting code you used was an invalid code, a corrected T&A will not fix the problem. You will need to contact your program's finance person or the Accounting department FMD-Minneapolis for help correcting the code.

Split T&A

I am processing a split T&A for an employee. Is there special procedure I need to follow in order to transmit it?
In order to transmit a split T&A, you will verify part 2 to verify both parts. Then you will transmit part 1 to transmit both parts. A split T&A will appear on the Prepare Transmit page as one T&A.

Print

How do I print out a T&A for other than a current pay period?
From the Show All T&A's page you can select the pay period, and click the printer icon located at the top of the page.

Building JCL

What is a u-printer?
A u-printer is a desktop printer connected to the internet so that it can automatically receive and print-out reports from NFC. Your desktop printer may not be a u-printer. A valid u-printer number looks like U8869. An IP address (e.g., 199.130.215.54) is not a valid u-printer number.

How do I find out if a u-printer is available at my location?
Not all MRP offices will have u-printers available. ATAC has a list of all available APHIS u-printers. Please contact them to find if a u-printer is available at your location. AMS employees, contact your program's IT rep.

What if I don't have a local u-printer?
Receipt of STARweb u-printer reports is highly recommended but not mandatory because transmission reports can be accessed from STAR Web. Please work with your Program Supervisor to make the best decision for your office. U8869 is a virtual u-printer created for use by MRP timekeepers that do not have an available local u-printer. Reports received at this u-printer will not be printed and you will not receive a confirmation report if you use this u-printer. Note: You must have a u-printer listed in the STARweb JCL to successfully transmit T&A's to NFC.

I have a new u-printer and need to change my contact point's JCL to reflect this. Who do I contact?
Timekeepers are responsible for building and maintaining the JCL page. Refer to the section in your STARweb manual regarding building the JCL for procedure directions.

Transmit

I followed the process to transmit my T&A's, but I'm not sure they were received at NFC. How do I find out?
If you have a local u-printer indicated in your JCL, you will receive an NFC Confirmation Report. Read the report to determine if your transmit batch was received at NFC for processing.

Rely on your program's Civilian Pay Technician to contact you if any of your T&A's were not properly processed at NFC. They have access to reports that indicate missing T&A's (FT and PT employees only) at any time in the payroll process. They will work with you to resolve any issues and ensure your employees are properly paid.

NFC Confirmation Report

What is the NFC Confirmation report and why do I want to receive it?
It's an automated report that gives Timekeepers information about a transmit file. It is recommended that all Timekeepers receive this report if they have a local u-printer available.

Among other things, this report will indicate the ID and user, the number of T&A's sent, the date and time of the transmission, and if all files were received at NFC for processing. If you have trouble transmitting your T&A's, this report may indicate the reason why.

I receive and check my Confirmation Report every time I transmit. How long do I need to keep these reports?
We suggest Timekeeper keep Confirmation reports until the related T&A's have been processed and paid out. This report cannot be reproduced, so once it is discarded, the information is lost.

How many confirmation reports will print when I transmit?
One confirmation report will print for each transmission (one T&A or a group of T&As) for each contact point. These reports may not be printed again, but you can get a transmission report from STAR Web at any time.